



LONE WORKER POLICY

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1. INTRODUCTION

Staff working alone are often at increased risk of harm from the normal hazards associated with their work. They are also at an increased risk should they suffer an injury, particularly if they become incapacitated or otherwise unable to summon assistance themselves.

Council staff are sometimes required to work alone for significant periods of time such as staff working at council locations, in private premises and in their own homes. Other members of staff work remotely such as Civil Enforcement Officers Social Workers, Environmental Health Officers and other travelling staff.

There is no specific law dealing with lone working but the Council has a general duty to its staff under the Health and Safety at Work Act 1974 and a specific duty to carry out risk assessments under the Management of Health and Safety at Work Regulations 1999.

SCOPE

The Council recognises its responsibility to its staff, volunteers and contractors for managing the risks associated with lone working. By implementing this policy the Council ensures that the risks associated with lone working are controlled and minimised.

The Lone Working Policy applies to any member of staff, volunteer or contractor carrying out work for the Council without close or direct supervision, in an isolated work area or who is working out of hours.

Working out of hours is any work occurring outside of the Council's normal working hours, Monday to Thursday 08:30 to 17:00 and Friday 08:30 to 16:30.

AIMS

The policy:

- Sets out the responsibilities employees, volunteers and contractors have in respect of the risks presented by lone working.
- Describes the systematic way the risks associated with lone working should be assessed and controlled.
- Provides details of the Council's automated call back system, how it works, how it can be used and guidance as to when it should be used.

2. RESPONSIBILITIES

All staff must:

- Follow all control measures identified in risk assessments to promote safe lone working.
- Use the lone worker automated call back system when appropriate.

- Report all accidents or incidents that occur as a result of lone working on the Workrite incident reporting system.
- Report any dangers or potential dangers they identify or any concerns they might have in respect of working alone to their manager.

Managers must:

- Ensure that risk assessments for lone working are carried out and reviewed regularly.
- Implement any controls, procedures or safe systems of work identified in lone working risk assessments.
- Monitor staff to ensure that they are conforming to all controls, procedures and safe systems of work.
- Make sure that all their staff are registered for the automated call back system and that any new starters register as part of their induction process.
- In the event of a member of a lone working member of staff having an emergency or failing to check in, co-ordinate with Wightcare and where applicable the emergency services to ensure the member of staff is located and if necessary help rendered (see appendix 3).

Health and Safety Liaison Officers should:

- Support managers in ensuring that risk assessments are completed and identified control measures are put into place.

Contractors must:

- Include possible lone working situations in their risk assessments, for their own staff, Council workers and volunteers who may be impacted by the Contractors activities.
- Have in place a system in place to guarantee the safety of lone workers.

3. MANAGEMENT AND CONTROL OF RISK

In order to comply with its duties to its staff when lone working the Council will:

- Carry out risk assessments for all members of staff who are lone working as a part of their job role.
- Implement any control measures identified by risk assessments and ensured they are suitable and sufficient.
- Eliminate where possible out of hours working and all lone working on high risk activities.
- Procure a system to enable the reporting of accidents, incidents and near misses associated with lone working.

- Provide a lone worker automated call back system for lone working to ensure that staff using it can have their ongoing safety monitored and when required assistance provided.
- Put in place a system of monitoring and recording the effectiveness and use of control measures by means of audits of risk assessments, reporting on accidents, incidents and usage of the lone worker call back system.

4. INFORMATION AND TRAINING

Employees who will be carrying out lone working will need to be given information of arrangements as indicated in the risk assessment for that activity. Any additional training needs will need to be identified and met. These needs will need to be assessed by the employee's manager as part of an individual's personal development plan.

Additional guidance for risk assessment of lone working and the lone worker automated call back system can be found in appendix 1.

Appendix 1

Lone Worker Hazard Assessment

A Lone Working Hazard Assessment is available and shown below; this highlights potential issues that may impact the safety of any lone worker. This must be completed prior to commencing a risk assessment to highlight any issues that need to be included.

The person carrying out lone working risk assessments must be fully aware of all aspects of each individual case. This may be based on:

- Personal experience
- Feed-back from individual staff
- Information provided by other departments
- Information from outside agencies.

Each hazard the lone worker will encounter needs to be assessed as to its severity, low, medium or high risk using the following matrix:

| Calculate: Probability multiplied by severity for control scores. For scores of 10 or more contact the Health, Safety and Welfare team for advice | | | | | |
|---|--------------|-----------------------|-----------------|------------------|-------------------|
| Probability \ Severity | Minor injury | Lost time/ Ill Health | Major / >3 days | Perm. Disability | Fatal/ Sight Loss |
| Highly Unlikely | 1 | 2 | 3 | 4 | 5 |
| Unlikely | 2 | 4 | 6 | 8 | 10 |
| Possible | 3 | 6 | 9 | 12 | 15 |
| Probable | 4 | 8 | 12 | 16 | 20 |
| Certain | 5 | 10 | 15 | 20 | 25 |

To use the matrix for each hazard, first decide how likely it is a person will suffer harm from the hazard. Next decide what the level of harm is likely to be. Next cross reference the two on the chart above to find the severity category of the risk.

If a hazard is identified as LOW risk (green on the chart) then using the automated call back system is probably not necessary, however it is available for staff to use.

Where a hazard is identified as MEDIUM risk (yellow on the chart) then use of the automated all back system is considered mandatory for use by all staff, except where it can be shown that other arrangements, at least as effective, are in place.

When a hazard is identified as HIGH (red on the chart) then the lone working activity should not go ahead. If additional controls can be put in place that reduce the severity of the risk to at most medium then the activity can be re-assessed and maybe able to go ahead..

The above is only a guideline; the particular circumstances of each activity needs to be considered in the risk assessment however a decision not to use the automated system for a yellow or red activity will need to be justified on the risk assessment.

Use of the automated call back system does not replace other control measures and these still need to be identified and put in place.

Staff are also encouraged to use loan working automated call-back system when they are working at:

- Other council premises or offices on their own
- Remotely outdoors or in a vehicle
- Home (where there is no-one else in the premises)
- A client's premises (or in a one-to-one situation with a client)

For example an activity that such as writing a report on a laptop at home may result in a minor injury but this is unlikely. Cross referencing the two results in a score of 2 which is green and barring other factors means that it is probably not necessary to use the automated lone worker call back system.

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INDIVIDUAL LONE WORKING HAZARD CHECKLIST

Name of employee: _____ Job Title _____

Assessed by: _____ Job Title _____

Date: _____

Short description of lone working activities to be undertaken:

| No | | Y/N | Comments |
|-----|---|-----|--|
| 1. | Can the proposed lone working be avoided? (Is it a key part of the employee's job?) | | |
| 2. | Is the lone working part of a flexible working arrangement, and does it take place at home? | | |
| 3. | Does the lone working take place regularly? | | daily / weekly / monthly / less frequently |
| 4. | If the lone working is a regular planned activity, has a risk assessment been completed? | | RA reference*: |
| 5. | Has the lone worker been registered for and trained in the use of the Automated Call-back system? | | PIN number: |
| 6. | Does the work involve handling dangerous equipment or substances that would normally require supervision? | | Substances / equipment: RA reference*: |
| 7. | If cash is being handled, will the employee be at risk of violence? | | RA reference*: |
| 8. | Has the employee received training in the risks associated with lone working? | | Training date: |
| 9. | Has the employee been trained in strategies for the prevention and diffusion of violence? | | Training date: |
| 10. | Is the worker medically fit to work unsupervised and alone? | | |
| 11. | Is the employee considered to be competent in their own job and able to work unsupervised? | | |
| 12. | Does the employee have the appropriate Personal Protective Equipment and are they trained in its | | : |

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| | | | |
|-------------------------------|---|--|--|
| | use? | | |
| 13. | In the event of an emergency, have suitable arrangements been made for the employee? Are they in possession of emergency contact numbers? Do they have a means of communication, such as mobile phone, landline or radio? | | Are they in possession of, or have access to a means of communication i.e. mobile phone, landline or radio |
| 14. | Are there facilities to be able to contact the employee at all times? Have plans been made to keep in touch with colleagues and their line manager? | | |
| 15. | If the lone working is taking place in a building, is the access to, or exit from the building safe and well lit? | | |
| 16. | Have the premises risk and fire risk assessment included the risks to lone workers and are adequate control measures in place? | | Premises FRA reference*: RA reference*: |
| 17. | If the employee works outside of normal hours, are arrangements in place to cover this? | | |
| 18. | Are personal attack alarms provided where they are appropriate? | | Would this not be applicable to some static staff? |
| <i>For mobile staff only;</i> | | | |
| 19. | Does the employee have a fixed itinerary or route? | | |
| 20. | Does the employee carry forms for reporting incidents, including violence or threats of violence? Are staff aware of the need to input these forms into the Workrite system once able to do so? | | Need to emphasise that any incidents recorded on these sheets need to be input into the Workrite system |
| Further actions required: | | | |

*This reference can be found in the top right hand corner of the relevant risk or fire risk assessment

Risk Assessment Completed:

Risk Assessment Reference:

Risk Assessment Review Date:

Appendix 2

Lone Worker Automated Call-back System Instructions

Lone Worker Automated Call-back System

1. The basics

1. Log into system when starting lone working
2. Record message saying your whereabouts and when you finish
3. Specify a check-in period
4. Respond to check-in call if you go over the check-in period
5. Log out when finished lone working

2. Logging on

1. Dial 01983 528018 or 0800 358 6667
2. Enter your PIN and verify it is correct
3. Record your message.

You will then hear the following options:-

- a. Listen to your current voice message
 - b. Change your voice message
 - c. Continue
4. Choose continue and input your check-in interval
 5. Check-in intervals are 010 to 900 minutes (15 hours), we recommend 180 minutes (3 hours) maximum

The system will summarise your call then say "Goodbye"

3. Check-in Calls

If you do not check-in within your check-in period your mobile will ring. When you answer the phone you will hear:-

- a) "This is your automatic check call; please enter your PIN code"

Enter your PIN code listen to and select one of the prompts:-

1. Emergency
2. Are you ok
3. Listen to or change your voice message
4. Listen to or change check-in interval
5. Log off

4. In an Emergency

1. Dial your lone worker number
2. Enter your PIN and press 2
3. Press 1

You can also pre-program the emergency number into your mobile's quick dial.

5. Logging out

1. Dial your lone worker number
2. Enter your PIN and press 2
3. Select 5 - log off

Appendix 3

Lone Worker Automated Call-back Emergency procedure

1 What happens if you dial an emergency?

If you select the emergency option you will be automatically connected to the Monitoring Response centre (Wightcare). They will ask what help you require and will ask if you are free to talk. If you are unable to talk freely the monitoring officer will ask you closed questions to ascertain your wellbeing and what help you require.

2 Missing Person Procedure

When a lone worker fails to either log off or respond to a check-in call this is noted as an emergency and the following occurs:

2.1. Operator telephones the lone worker on the number held on the PNC (Lone Worker computer) system.

- All ok: close the call and record outcome.

2.2. No response from the lone worker the following action is taken:

Out of hours ring the Lone Worker's home to see if they have returned there.

Yes: Close call and record outcome

No: Explain to the family member you will take this through the Missing person procedure and keep them informed.

Family members are not responsible for finding missing members of staff.

Contact Responsible Manager as detailed on the PNC system (data base)

During working Hours

Contact Responsible Manager as detailed on the PNC system (data base)

2.3. Operator contacts the Responsible Manager and gives them the details as recorded on the lone worker system on the voice message left.

2.4. In the event that the Responsible Manager is not available the Duty Manager at the Response Centre (Wightcare) will become the Responsible Manager.

Response centre operators are not responsible for finding missing members of staff.

2.5. If the Responsible Manager is unable to make contact with the worker within 60 minutes of the alarm call from Monitoring Response Centre (Wightcare) he/she is to:

- Contact St Mary's Accident & Emergency department
- Contact the police
- Contact the Council's Health, Safety and Wellbeing section

If the Responsible Manager has any reason to suspect that the worker is at risk then they should contact the police once all reasonable checks have been made.

Appendix 4

Lone Worker Automated Call-back System

Mobile Phone Programming

1. Programming a Mobile Phone to Log into the Lone Worker System

It is possible to program the majority of mobile phones to auto log into the Lone Worker system.

To create a pause press the star (*) key three times in quick succession, this will show a 'P' on the mobile phone's display.

When programming, it is important to enter the number of pauses as shown in the following examples (this enable the system time to reach its next stage)

1.1 Auto Log-in

Using **01983 528018** as the number and 123456 as an example six digit PIN number, set up of the log in contact is as follows:

01983528018pp123456ppp2

This will log you in to the system to the point where you enter your voice message; you may now complete your login details.

To log out of the system just access the system by again dialling the Lone worker contact on your mobile phone and completing as instructed.

1.2 Emergency Autodial

It is also possible to programme the mobile phone to go straight to an emergency response. You would set this up as a separate contact as follows

Again using 01983 528018 and 123456 as the example six digit pin number

01983528018pp123456ppp2pp1

It is recommended that you have this stored as a speed dial number on your mobile phone using key 5. Key 5 has a raised Pip on it's surface and will enable you to find it by feel if necessary.

Dialling this contact immediately opens a telephone line to the lone worker system operator; you can now speak to the operator who will be able to deal with your emergency as appropriate.

Appendix 5

Lone Worker Automated Call-back System Registration

- 1) Complete the registration form and return to Monitoring Response Centre

Wightcare
Enterprise House
St Cross Business Park
Monks Brook
Newport
Isle of Wight
PO30 5WB
Tel: 01983 821105
- 2) Ensure staff have a copy of the log in information when they complete the registration form.
- 3) The Response Centre team will send an email to the member of staff to confirm:
 - a) they have been logged onto the lone worker system
 - b) their PIN
- 4) If an alarm is raised the Response Centre Operators (Wightcare) will respond according to the instructions given by your management team, if a manager is on leave please ensure you advise this department so that the correct person is contacted.
- 5) If there are any changes to personal details please ensure you have updated your information on the staff intranet site (SAP system). Response Centre Operators (Wightcare) are able to access a limited amount of data held on this system to support the data held on the Lone Worker system.
- 6) It is possible to log on the system for up to 900 minutes (15 hours), however it is suggested that staff do not log on for more than 180 minutes (3 hours), and update their information/whereabouts regularly instead.
- 7) It is important that the member of staff log in to the system using their mobile phone, as the computer system recognises not only their PIN but their phone number. In the event they try to ring and are unsuccessful the system will know they have tried and an alarm will be raised called a “handshake failure”.

If you have set up the emergency contact on your mobile phone and wish to test it, please contact the Lone Worker system operator on 01983 821105 (Wightcare) to inform them of your intention to test.

If you have any questions with regards to the Lone Worker system then again call the Lone Worker Operator on 01983 821105

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LONE WORKER Registration form

| | | | | | |
|--|---------------------------------|--------------------------|----------------------|--------------|--|
| Organisation: | Directorate | Department | | | |
| Lone Worker details | | | | | |
| Surname: | First Name(s): | | Title: | | |
| Office Address: | | Office telephone number | | | |
| | | Work mobile no. | | | |
| Post code : | | Personal mobile | | | |
| Home Address: | | Home telephone number: | | | |
| Post code: | | 01983 | | | |
| Email Address: | | @iow.gov.uk | | | |
| Line Manager details | | | | | |
| Surname: | First Name(s): | | Title: | | |
| Office address: | | Office telephone number | | | |
| | | Work mobile no. | | | |
| Post code: | | Personal mobile | | | |
| Home address: | | Home telephone number | | | |
| Post code | | 01983 | | | |
| Email address: | | @iow.gov.uk | | | |
| Out of Hours : Responsible Manager (if different from above) | | | | | |
| Surname | First Name (s): | | Title: | | |
| Office address: | | Office telephone number. | | | |
| | | Work mobile | | | |
| Post code | | Personal mobile | | | |
| Home address: | | Home telephone number: | | | |
| Post code | | 01983 | | | |
| Email address | | @iow.gov.uk | | | |
| Next of Kin: | | | | | |
| Surname | First Name(s): | | Relationship: | | |
| Address (if different from Lone worker) | | Home telephone number | | | |
| | | Mobile number | | | |
| Car Details | | | | | |
| Make | | Model | | Registration | |
| | | | | Colour | |
| Line Manager (signature) | | | | Date: | |
| I have read and I understand the terms and conditions of the Lone Worker policy | | | | | |
| Lone Worker's (signature) | | | | Date: | |
| Wightcare Office Use Only | | | | | |
| PIN no allocated | Email sent confirming PIN to LW | | | Y/N | |
| | All information completed | | | Y/N | |
| | Notes | | | | |